

IN THE SPECIFICATION

Please replace paragraph [0030] on page 7 of the present patent application with the following replacement paragraph.

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AI Referring now to Figure 4, the web page includes a user interactive selection bar 100 on which a user can select the search results to be displayed. Figure 4 illustrates a first type of search result in which the search results for an entire system database (in this case, the SupportCentral database) are displayed for viewing by a user.

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